BTEC Assignment Brief

Qualification	Pearson BTEC International Level 3 Certificate in Information Technology Pearson BTEC International Level 3 Subsidiary Diploma in Information Technology Pearson BTEC International Level 3 Foundation Diploma in Information Technology Pearson BTEC International Level 3 Diploma in Information Technology Pearson BTEC International Level 3 National Extended Diploma in Information Technology
Unit number and title	**Unit 12: IT Technical Support and Management**
Learning aim(s) (For NQF only)	**C:** Develop a plan to support and manage a new IT system using industry standards and methods
Assignment title	Planning IT support
Assessor	
Issue date	
Hand in deadline	

Vocational Scenario or Context	You have been working for a PC repair company as an IT Technician. Your manager is branching out in to the IT support and management market, providing outsourced IT support to local businesses. You have been asked to put together a support plan for a one of the businesses that have signed up for outsourced support.

Task 1	The business that you need to put together a support plan for is a start-up company that runs an on-line business. They are planning to have between 25 and 30 employees who will all have desktop PCs and the senior staff will also have tablet computers connected by WiFi to the company LAN which will allow users to share data and have access to the Internet. There will need to be 3 black and white and two colour printers, all of which are shared. The system is vital to the company's operations and must be available 24hr a day and 356 days a year. You need to: • Develop an IT support and management plan for the company covering: o incident response o disaster recovery o capacity planning o sustainable IT considerations and environmental waste planning

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	o at least one other aspect of IT support and management. The plan should also include a floor layout showing location of office furniture, IT equipment and cabling. • Review the plan with at least 2 other people and use the feedback to refine the plan. • Provide a clear, balanced and sound justification of the support decisions you made in the plan. • Write an evaluation of the refined plan, considering the feedback you received from others and how you used it. Your work needs to be logically structured and easy to understand by others who may not be IT professionals. You should use accurate, fluent technical language with a good standard of spelling and grammar.
Checklist of evidence required	Completed IT support and management plan, justification of choices and evaluation.

Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria you must show that you are able to:
C.D3	Evaluate, using feedback from others, the refined IT support and management plan, justifying how it fully meets the client's requirements and is fit for purpose.
C.M3	Justify, using feedback from others, the decisions made for an IT support and management plan, explaining how it will meet the client's requirements and be fit for purpose.
C.P5	Produce an IT support and management plan that adequately meets most of the client's requirements.
C.P6	Review the IT support and management plan with others to identify and inform improvements.

Sources of information to support you with this Assignment	D. Crawley and P Senness. The Compassionate Geek: Mastering Customer Service for IT Professionals. 2013, Soundtraining net. 978-0983660705 Meyers, M. CompTIA A+ Certification All-in-One Exam Guide, Ninth Edition. McGraw-Hill Education 2016. 978-1259589515 B. Wooten, Building & Managing a World Class It Help Desk, 2001, McGraw-Hill/Osborne Media, 978-0072132373 N. Bruton, Managing the IT Services Process, 2005, Routledge, 978-0750657235
Other assessment materials attached to this Assignment Brief	*e.g. work sheets, risk assessments, case study*